



FBLA Help Desk

Performance Rating Sheet

☐ Final Round

| Evaluation Item | Not Demonstrated | Does Not Meet Expectations | Meets Expectations | Exceeds Expectations | Points Earned |
|--------------------------------------------------------------------------------------|------------------|----------------------------|--------------------|----------------------|------------------|
| Problem Identification | | | | | |
| Describes the situation(s) | 0 | 1–3 | 4–7 | 8–10 | |
| Problem/incident properly documented | 0 | 1–3 | 4–7 | 8–10 | |
| Issues a solution or recommendation(s); resolved problem | 0 | 1–5 | 6–10 | 11–15 | |
| Technology | | | | | |
| Basic hardware/software knowledge, used correct terminology | 0 | 1–2 | 3–4 | 5 | |
| Demonstrates ability to effectively answer client's technical questions | 0 | 1–3 | 4–7 | 8–10 | |
| Meets the needs of the client/customer | 0 | 1–3 | 4–7 | 8–10 | |
| Demonstrates troubleshooting skills and effective investigative methods | 0 | 1–3 | 4–7 | 8–10 | |
| Delivery | | | | | |
| Statements are well-organized and clearly stated; appropriate business language used | 0 | 1–2 | 3–4 | 5 | |
| Demonstrates self-confidence, initiative, and assertiveness | 0 | 1–2 | 3–4 | 5 | |
| Demonstrates ability to effectively answer questions | 0 | 1–3 | 4–7 | 8–10 | |
| Demonstrates conflict resolution skills | 0 | 1–2 | 3–4 | 5 | |
| Brings situation(s) to closure | 0 | 1–2 | 3–4 | 5 | |
| Subtotal | | | | | /100 max. |
| Dress Code Penalty Deduct five (5) points when dress code is not followed. | | | | | |
| Penalty Deduct five (5) points for failure to follow guidelines. | | | | | |
| Total Points | | | | | /100 max. |
| Objective Test Score (To be used in the event of a tie.) | | | | | |

Name(s): _____

School: _____ State: _____

Judge's
Signature: _____ Date: _____

Judge's
Comments: